

Addendum No.1, IFB 14-48



CITY OF SOMERVILLE, MASSACHUSETTS
Department of Purchasing
JOSEPH A. CURTATONE
MAYOR

To: Prospective Bidders IFB 14-48, 311 Phone Answering Service

From: Orazio DeLuca, Contract Manager

Date: December 12, 2013

Re: Clarification on Questions & Answers

Addendum No. 1 to IFB 14-48

The City is issuing this addendum to IFB 14-48, 311 Phone Answering Service, to address the following questions:

THE BID OPENING DATE WILL REMAIN THE SAME:

-WEDNESDAY, DECEMBER 18, 2013 @ 11:00 AM

Question #1 - Call volume states average of 500-1200 calls per month, but can be up to 3000 per month. Can you give us actual INCOMING call volume for last 6 months (12 months if possible).

Answer #1 -2013 Monthly calls: Jan-Nov

January:1040, Feb:3533, March:1448, April:1234, May:1297

June:1735, July:1181, August:1365, Sept:1124, Oct:879, Nov:941

Question #2 -In regards to statement of ability to take 50-100 calls per hour - is that during "emergencies" such as snow, unscheduled shutdowns, or during peak day hours for staff meetings?

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Answer #2 -Primarily emergencies, such as snow. Staff meetings would occur for no more than one hour at a max rate of one per month.

Question #3 -How much training is provided by the city before going live, and would additional training be available after start of service date. My concern being that between end of bid and potential start date is there are many holidays in between that short time period.

Answer #3 -Several weeks is needed to be fully trained, however we understand that this is not a possibility so we have condensed the training into an intensive, two-day program, with significant attention to work order and process review, as well as feedback on a continuous basis.

Question #4 -Insurance requirements - as a small business owner I have the required workmans comp insurance but due to the nature of our business do not have general liability insurance. Since requirement I would get policy when/if rewarded contracted immediately through my company that carries my workmans comp BUT is this required BEFORE contract is rewarded. Additionally we don't have company vehicle, is the auto insurance they are requesting my own personal auto insurance as the owner of the business

Answer #4 – Insurance is due upon contract award. Vehicle insurance can be waived.

****PLEASE BE SURE TO ACKNOWLEDGE THIS ADDENDUM ON BID PRICING PAGE****